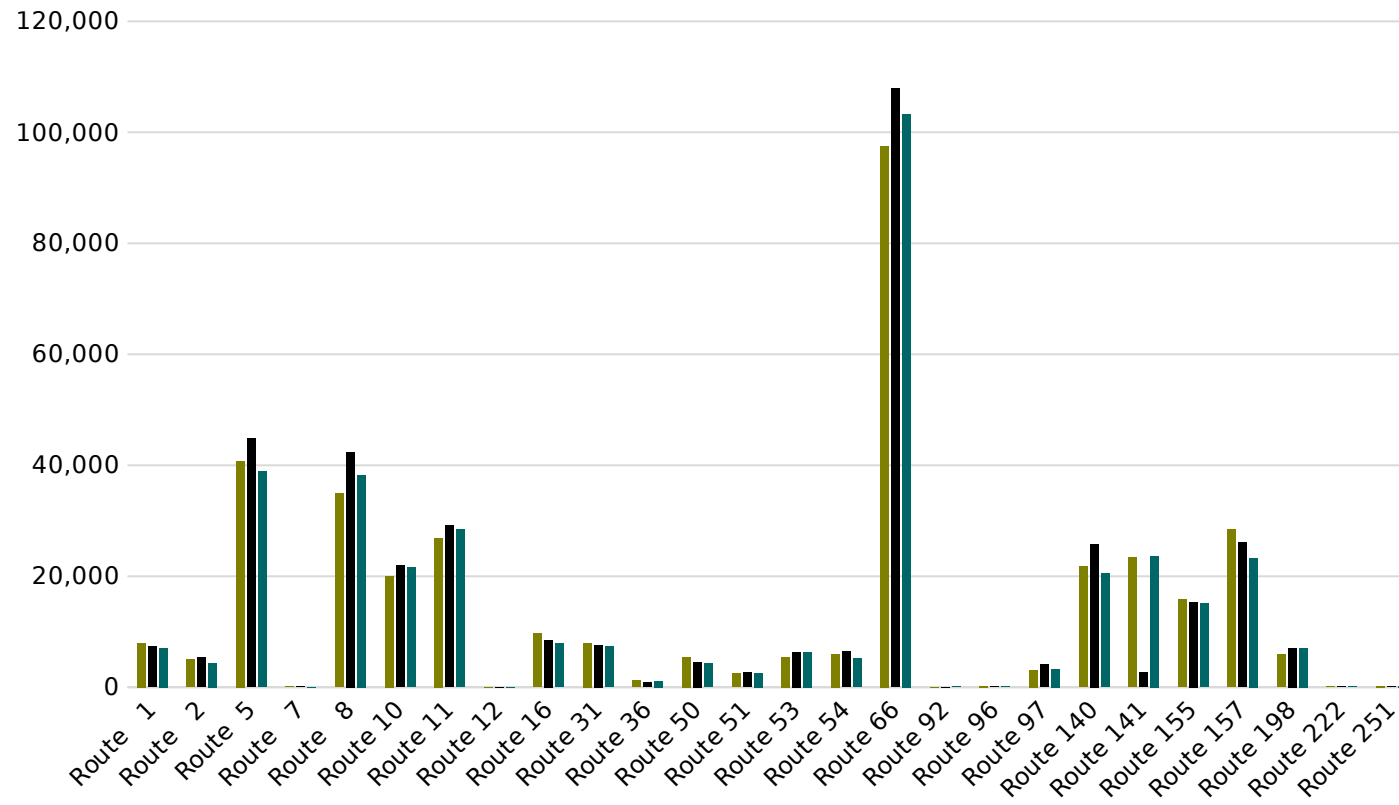
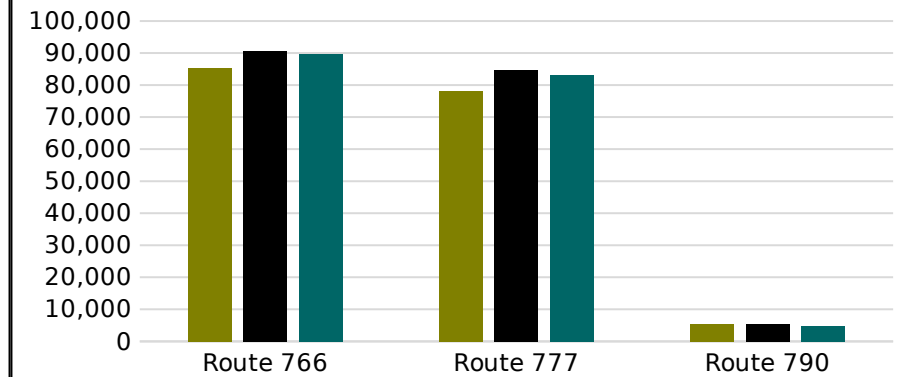


### JANUARY RIDERSHIP

Regular Fixed Routes



Albuquerque Rapid Transit



NOVEMBER  
DECEMBER  
JANUARY



# RIDERSHIP



Fixed Route Ridership					
Month	FY19	FY20	FY21	FY22	FY23
<b>JUL</b>	781,280	755,491	370,222	393,282	525,529
<b>AUG</b>	880,079	805,880	333,389	395,706	589,100
<b>SEP</b>	795,408	770,017	349,035	389,426	508,877
<b>OCT</b>	837,665	815,378	378,371	438,310	563,424
<b>NOV</b>	758,173	694,714	295,324	418,177	540,232
<b>DEC</b>	670,554	746,344	276,468	387,785	579,365
<b>JAN</b>	716,045	729,005	275,283	422,724	547,662
<b>FEB</b>	698,976	764,293	275,242	401,963	
<b>MAR</b>	757,396	630,292	356,489	469,247	
<b>APR</b>	779,357	315,901	356,158	458,194	
<b>MAY</b>	755,731	306,544	345,151	462,601	
<b>JUN</b>	729,045	336,563	365,471	477,309	
<b>Total</b>	<b>9,159,709</b>	<b>7,670,422</b>	<b>3,976,603</b>	<b>5,114,724</b>	<b>3,854,189</b>

- 24.52% decrease from December, 2022
- 3.45% increase from January, 2022

## PARATRANSIT/SUN VAN



**Sun Van Applications**

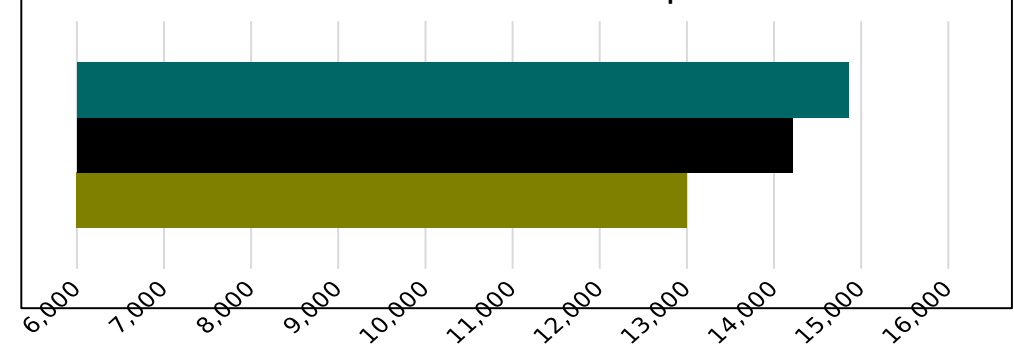
Month	FY19	FY20	FY21	FY22	FY23
Jul	78	76	18	37	59
Aug	91	91	22	86	50
Sep	67	82	26	67	105
Oct	90	88	32	58	95
Nov	63	72	25	39	104
Dec	66	84	19	44	32
Jan	70	64	20	37	52
Feb	91	75	29	50	
Mar	83	42	34	44	
Apr	94	7	47	37	
May	112	20	37	93	
Jun	89	30	67	64	
<b>Total</b>	<b>994</b>	<b>731</b>	<b>376</b>	<b>656</b>	<b>497</b>

- 4.55% increase from December 2022
- 23.13% increase from January 2022

**Paratransit (Sun Van) Ridership**

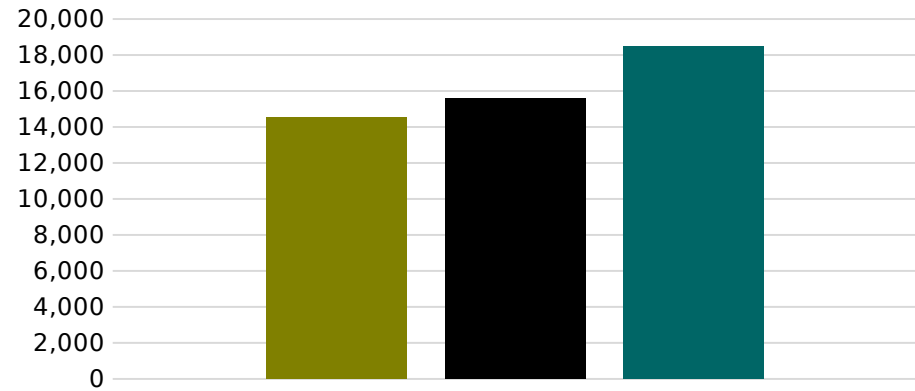
Month	FY19	FY20	FY21	FY22	FY23
Jul	20,659	20,732	6,786	10,901	13,623
Aug	23,534	22,168	7,031	12,623	16,343
Sep	21,363	21,228	7,127	13,165	15,423
Oct	24,424	23,554	7,479	14,007	15,611
Nov	21,388	19,867	5,800	12,727	13,002
Dec	19,004	19,496	6,094	12,097	14,208
Jan	22,085	21,475	6,331	12,064	14,855
Feb	20,686	20,618	6,179	11,874	
Mar	21,993	12,795	8,165	14,412	
Apr	22,936	3,809	9,589	14,395	
May	20,937	4,296	9,519	14,267	
Jun	19,741	6,348	10,215	13,756	
<b>Total</b>	<b>258,750</b>	<b>196,386</b>	<b>90,315</b>	<b>156,288</b>	<b>105,012</b>

**Sun Van Ridership**

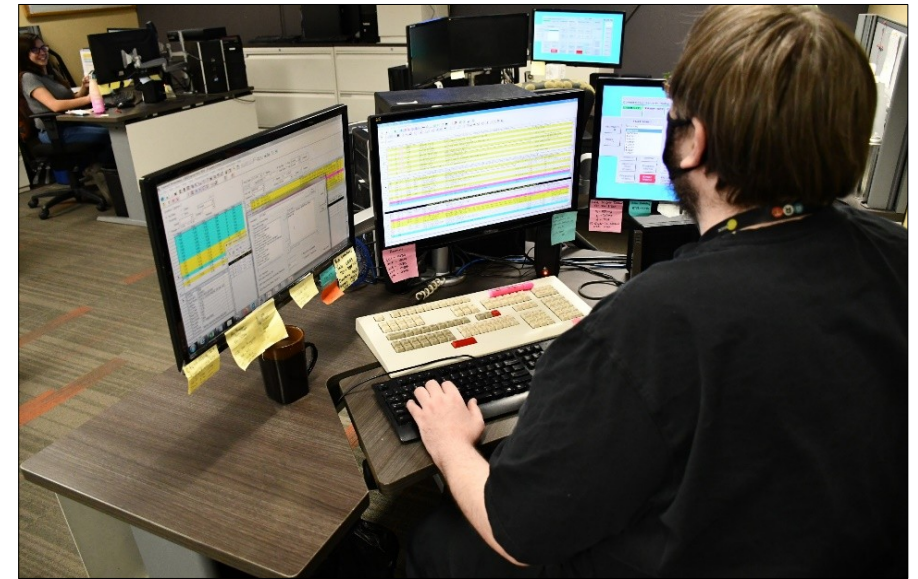


## CUSTOMER SERVICE

Total Customer Service Calls

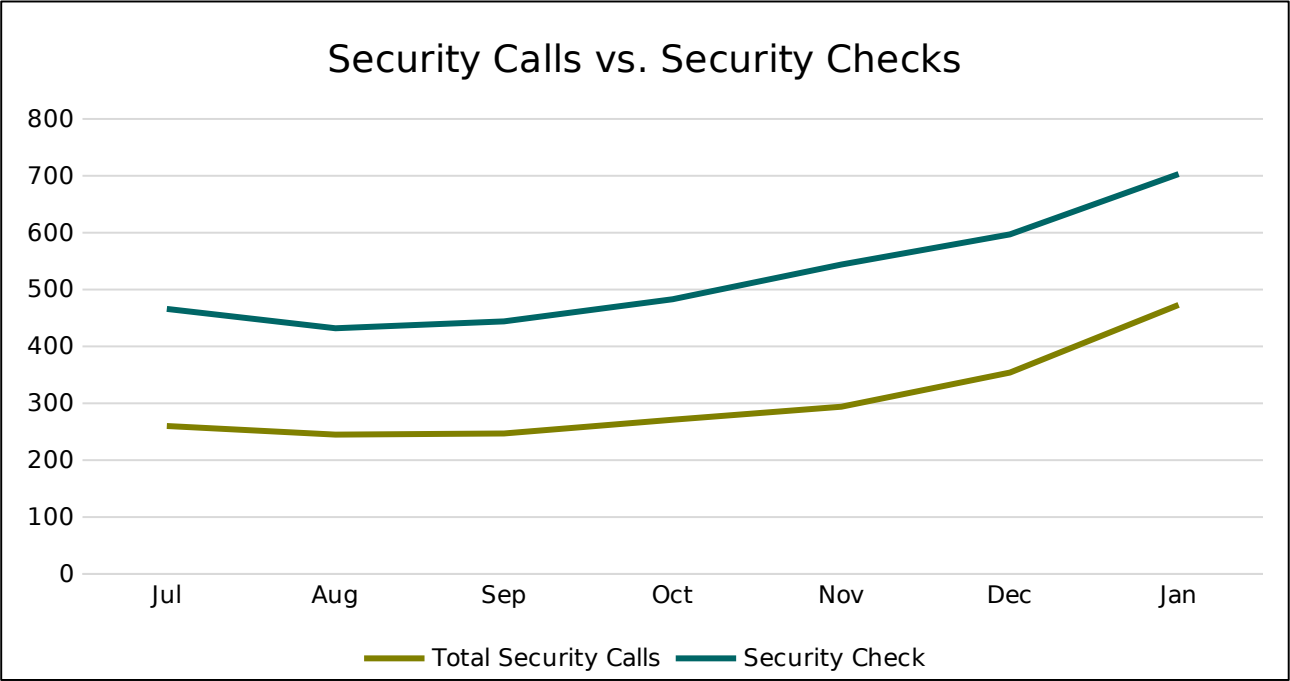


NOVEMBER  
DECEMBER  
JANUARY



Month	Plan Your Ride			Sun Van Reservations			Total Calls		
	Calls Presented	Calls Handled	%	Calls Presented	Calls Handled	%	Calls Presented	Calls Handled	%
<b>JUL</b>	2,043	1,477	72.3	13,712	12,340	89.99	15,755	13,817	87.7
<b>AUG</b>	2,112	1,229	58.19	16,288	13,864	85.12	18,400	15,093	82.02
<b>SEP</b>	2,268	911	40.17	16,795	12,609	75.08	19,063	13,520	70.92
<b>OCT</b>	1,856	1,029	55.44	15,653	13,160	84.07	17,509	14,189	81.03
<b>NOV</b>	1,449	946	65.29	13,108	11,701	89.27	14,557	12,647	86.88
<b>DEC</b>	1,627	1,231	75.66	13,985	12,752	91.18	15,612	13,983	89.56
<b>JAN</b>	1,783	1,423	79.81	16,680	15,603	93.54	18,463	17,026	92.21

SECURITY

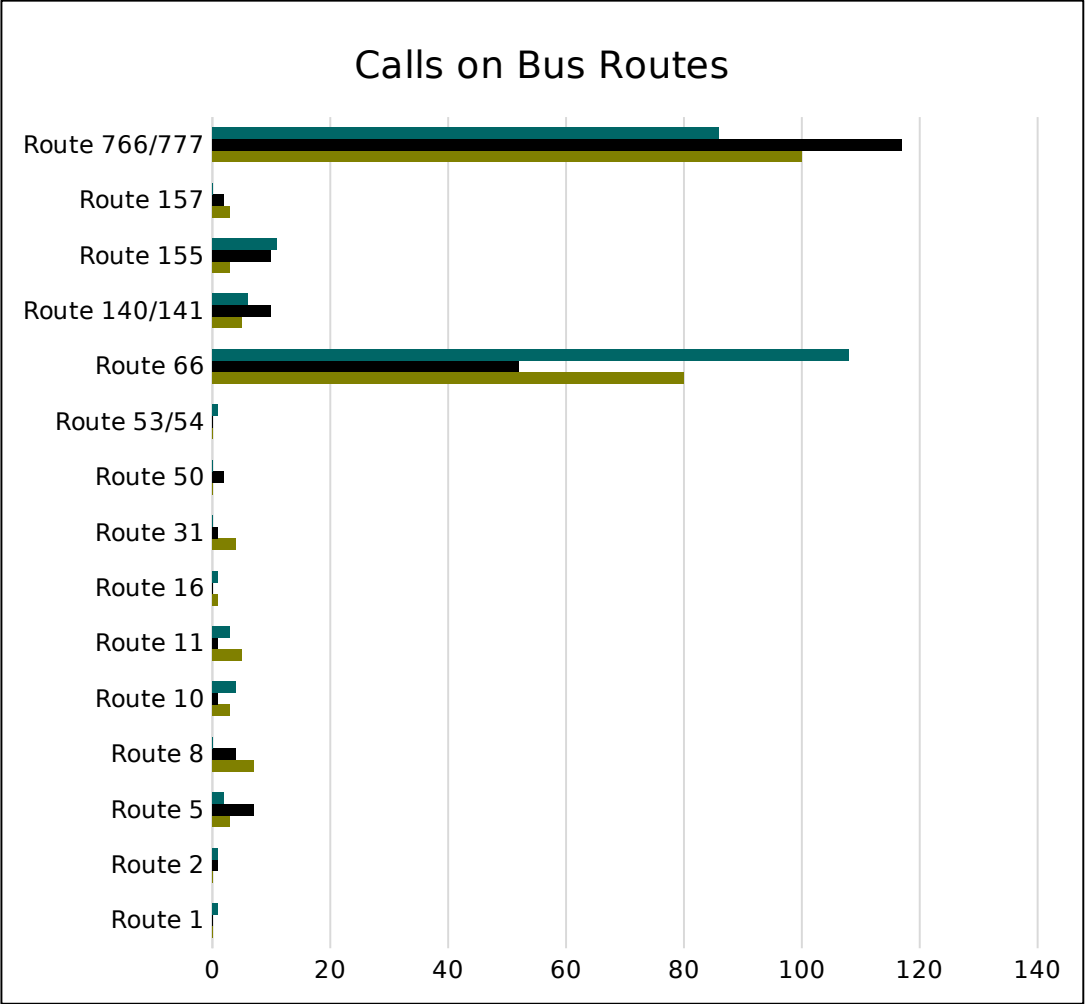


\*Security Checks include officers conducting proactive/routine checks of Transit facilities (bus stops, transit centers) to ensure these areas remain safe.

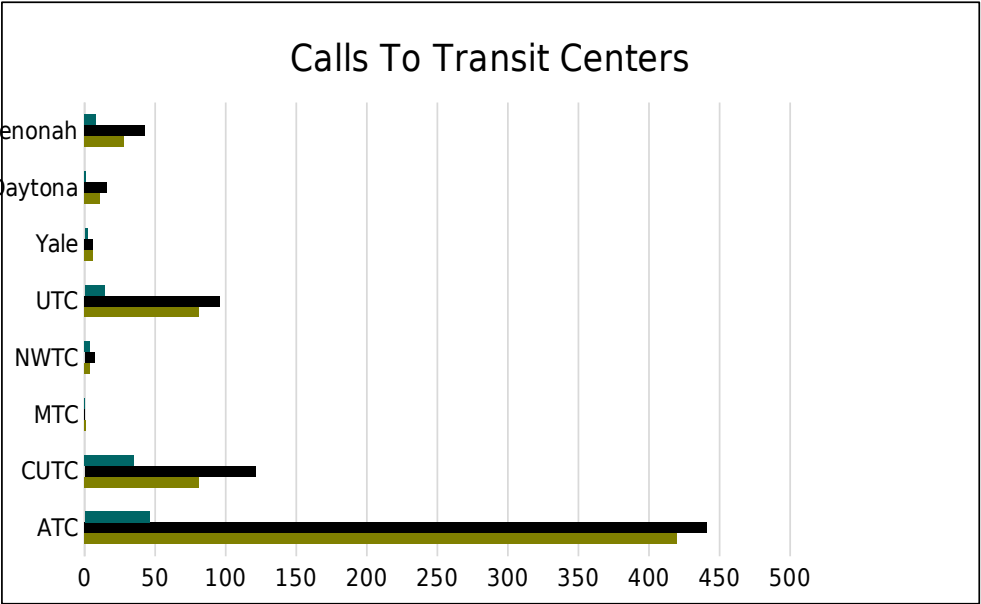
Month	Total Security Calls	Security Check
Jul	260	466
Aug	245	432
Sep	247	444
Oct	271	483
Nov	294	544
Dec	354	597
Jan	473	703



# SECURITY CALLS BY LOCATION



January  
December  
November



## SECURITY CALLS BY LOCATION

Figure S1

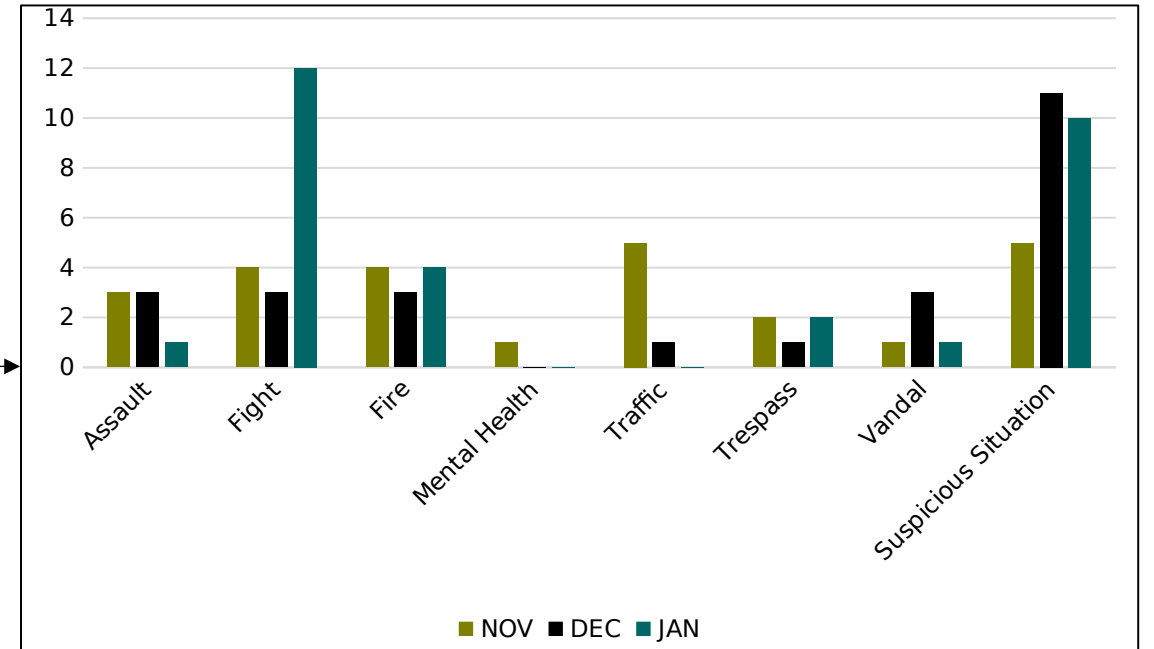
<b>FY23</b>	<b>ATC</b>	<b>CUTC</b>	<b>MTC</b>	<b>NWTC</b>	<b>UTC</b>	<b>Yale</b>	<b>Daytona</b>	<b>Tramway/ Wenonah</b>
<b>JUL</b>	235	76	15	16	76	35	32	49
<b>AUG</b>	332	72	1	4	83	17	14	20
<b>SEP</b>	274	57	2	8	82	9	10	31
<b>OCT</b>	273	78	2	4	81	21	14	35
<b>NOV</b>	420	81	1	4	81	6	11	28
<b>DEC</b>	441	121	0	7	96	6	16	43
<b>JAN</b>	46	35	0	4	14	2	1	8

Figure S2

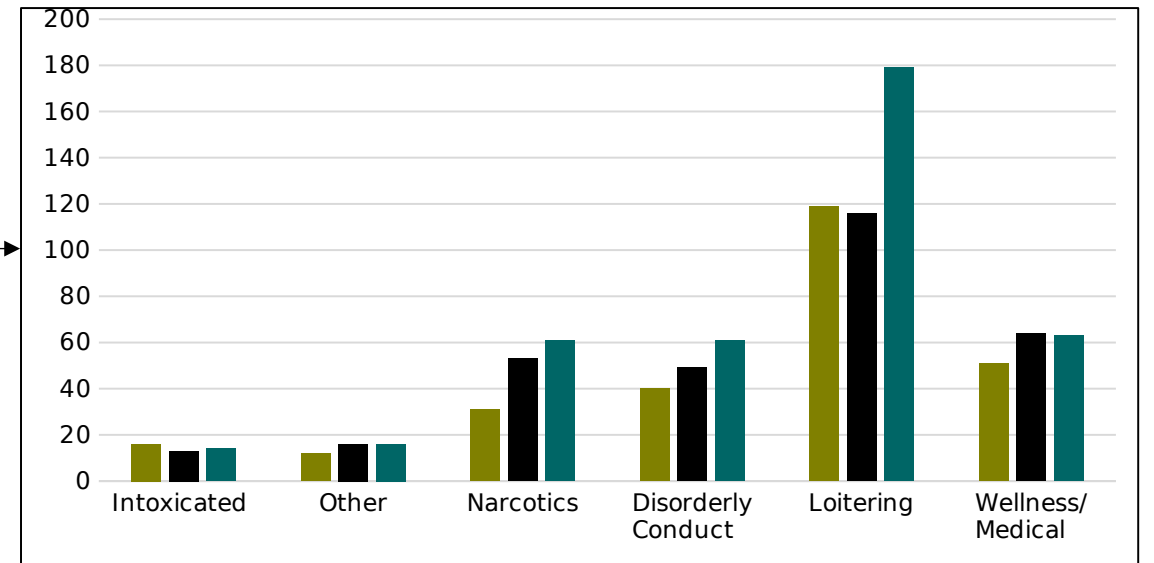
<b>FY23</b>	<b>Route 1</b>	<b>Route 2</b>	<b>Route 5</b>	<b>Route 8</b>	<b>Route 10</b>	<b>Route 11</b>	<b>Route 16</b>	<b>Route 31</b>	<b>Route 50</b>	<b>Route 53/54</b>	<b>Route 66</b>	<b>Route 140/141</b>	<b>Route 155</b>	<b>Route 157</b>	<b>Route 766/777</b>
<b>JUL</b>	0	0	7	5	6	4	2	2	0	1	31	4	0	2	52
<b>AUG</b>	0	1	1	2	6	3	0	1	1	2	57	3	3	2	46
<b>SEP</b>	0	0	4	8	6	5	5	1	0	2	80	4	4	1	77
<b>OCT</b>	2	0	8	0	0	4	4	1	0	1	90	5	5	2	96
<b>NOV</b>	0	0	3	7	3	5	1	4	0	0	80	5	3	3	100
<b>DEC</b>	0	1	7	4	1	1	0	1	2	0	52	10	10	2	117
<b>JAN</b>	1	1	2	0	4	3	1	0	0	1	108	6	11	0	86

## SECURITY CALLS BY TYPE

	Assault	Fight	Fire	Mental Health	Traffic	Trespass	Vandal	Suspicious Situation
JUL	0	8	1	1	2	3	3	8
AUG	1	7	0	0	0	2	5	31
SEP	3	5	1	0	0	7	3	19
OCT	0	9	3	1	3	1	2	10
NOV	3	4	4	1	5	2	1	5
DEC	3	3	3	0	1	1	3	11
JAN	1	12	4	0	0	2	1	10
FEB								
MAR								
APR								
MAY								
JUN								



FY23	Intoxicated	Other	Narcotics	Disorderly Conduct	Loitering	Wellness/Medical
JUL	10	57	16	40	41	70
AUG	16	29	33	27	49	45
SEP	12	13	22	29	68	65
OCT	16	7	30	46	93	50
NOV	16	12	31	40	119	51
DEC	13	16	53	49	116	64
JAN	14	16	61	61	179	63
FEB						
MAR						
APR						
MAY						
JUN						





## UPDATES

- ◆ Completed roof and interior repairs to Curio Building
- ◆ Hired 2 Mechanics and 3 Parts Workers
- ◆ Participated in Albuquerque Comic Con
- ◆ Launched “Reasons To Ride” social media campaign
- ◆ Customer Service Representatives handled % more calls in January 2023 than December 2022.
- ◆ Hired 9 new Motorcoach Operators and 6 new Sun Van Chauffeurs.

